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Sent: Friday, August 03, 2012 2:23 PM
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Subject: Governor's AFTER ACTION REVIEW

Governor's AFTER ACTION REVIEW QUESTIONNAIRE

COMPANY: Frontier Communications
PROJECT/EVENT: Response to storm-related state of emergency
PREPARED BY: Scott Cosco DATE OF REVIEW: 08/02/12

KEY PARTICIPANTS:

Dana Waldo, Senior VP & GM for West Virginia Mark Salazar, VP of Operations for E/SE Region Ricky Myers, VP of Engineering for E/SE Region Jason Fields, Director of Operations for West Virginia Julie Miller, Manager of E-911 for West Virginia

ROLE IN RESPONDING TO STATE OF EMERGENCY

Frontier Communications' response to the aftermath of the June 29th storm was a three pronged approach.

- 1) Initial assessment
- 2) Temporary power restoration and 911 restoration
- 3) Service restoration

In the immediate wake of the storm Frontier was faced with massive commercial power outage situations. After our initial post-storm assessment the company had 140 Central Office locations and hundreds of remote sites without commercial power. Our response was to use our in-place battery back-up power and generator power, prioritizing 911 and core network fiber outages due to physical damage.

After we were confident that we had protected our key priorities our focus quickly turned to group outages and individual customer issues.

WHAT WENT WELL AND WHY?

Initially, Frontier's safeguard contingency plan of action worked in restoring all of the switching network largely due to the company's \$200M+ investment in network improvements. Also, our plan to maintain diesel generator power and fueling worked well. What we couldn't anticipate was the duration of the commercial power outage and the generator theft we experienced.

In addition, Frontier's workforce answered the call with a sense of urgency canceling vacations and volunteering for extra duty. This includes employees from other states who came to West Virginia to assist in service restoration.

WHAT CAN BE IMPROVED AND HOW?

We are working on better securing our generators in an attempt to make them more theft resistant. We are in the process of doing an inventory of all generators logging the make, model, and serial number.

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